

IRECC

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To promote the improvement of emergency medical services for children in the intermountain region.

Intermountain Regional EMS for Children Coordinating Council (IRECC) Policy Statement Regarding Family-Centered Care

Family-centered care (FCC) is a mutually collaborative health care effort between family, patient, and provider that helps achieve the best possible outcomes for children.

1. The safety of all team members, including the family, must remain a primary concern during pre-hospital care and transportation.
2. Involve family members in FCC training for all levels of EMS providers
3. As appropriate, family members should be given the option to be present and to participate in pre-hospital care, on scene and during transport to the receiving facility. However, family presence should *never* negatively affect patient care
4. Providers will treat patients and families with empathy, fairness, mutual trust, dignity, respect and care. This effort will be accomplished with due regard for age, social status, medical condition, cultural preferences or differences, economic status, and religious preferences.
5. As feasible, build partnerships between medically dependent or technology-assisted families and EMS providers.
6. Programs to better prepare families to deal with emergencies will be developed, assessed, and implemented.
7. If availability of personnel allows, designate a liaison to the family for the duration of the pre-hospital incident. Let the patient/family know who to address concerns to.

In addition, family-centered care is demonstrated in practice not just policy development. Family-centered care can be integrated in the following actions and behaviors:

Attentive to human needs: Did I treat my patient as a *person*? Did I tell him/her what to expect in advance? Did I consider the needs of the entire family/everyone present? Did I include them in the decision making process?

Respectful: Did I act toward my patient, my colleagues, the first-responders, the hospital staff and the public with the level of *respect* that I would have wanted to receive myself?

Customer-accountable: If I were face-to-face right now with the *customers* on this response, could I look them in the eye and say “I did my very best for you, considering your needs and the needs of your family?”

Inclusive: Was my communication direct, honest, and open? Did I include family presence? Was a family member in the room when I gave report?

